Thailand Service – User Guide

by Happy

ACTIVATING YOUR SERVICE

It is very easy to activate your new service. Just follow the instructions below and you will be ready to call once you reach your destination:

1. Travel to your destination
2. Break out the SIM Card from the plastic card holder
3. Insert this SIM Card in your phone.
4. Make sure your phone battery has been charged
5. Switch your phone on
6. Load the airtime vouchers included with your SIM card.

You can find your voucher code on the sticker on the SIM card or packaging. (Refer to the "HOW TO RECHARGE" section below)

Your Thailand SIM card will provide you with a Thailand cellular phone number, which can be found on the front of your SIM card package. The number will begin with **09**.

A complete and very helpful English User Manual is included inside the duo-fold letter containing your Thailand SIM card, we recommend you to keep this manual and refer to it for further information.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Thailand service, please follow the instructions below

- Locate the recharge voucher code, affixed to your SIM card package*
- Enter *100*
- Followed by the card serial number and refill card ID number#
- Press the call or send key
- You will be notified of the credit and validity period via a text message (SMS).

*Telestial provides you with a recharge voucher code that you will find printed on a sticker affixed to your SIM card package. At your destination you can add your airtime and may purchase additional airtime in form of scratch cards. You will need to scratch off the gray protective layer to reveal your recharge voucher code.

MAKING INTERNATIONAL CALLS

To make an international call, simply enter all numbers starting with the '+', followed by the country code (1 for the US/Canada), area code and phone number. For example, to call (213) 337-5555 you would dial +12133375555.

RECEIVING CALLS

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. For example, from the US/Canada they should dial 011, 66 (Thailand) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *101# and press 'send'

OR

- Dial *1001 and press 'send'

CUSTOMER SERVICE

You can reach customer service for your Thailand prepaid SIM card by dialing 1678 from your Thailand cellular phone. A calling rate of BHT 3 per minute will apply.

VOICEMAIL

To activate your voicemail, please

- Dial 1678

To listen to your voicemail, please

- Dial 1802

SERVICE EXPIRATION

Once the expiry date of your service is reached, you will enter the 15-day temporary service suspension period. During this time you can only receive calls, if you recharge within the 15 days, your credit will be accumulated.

Should you not recharge in time, you will enter the 30-day service suspension period. You will not be able to receive calls and only make calls to *100* or *1001 or *101#.

Should you not recharge within these total of 45 days, your service will be irrevocably terminated.